

 <p>MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES CHILD AND ADULT CARE FOOD PROGRAM</p> <p>CHILD CARE CENTERS POLICY &amp; PROCEDURE MANUAL</p>	ISSUED  4/1/05	REVISED  1/16	CHAPTER  6	SECTION  6.11
CHAPTER Chapter 6. Requirements of Management – SO’s	SUBJECT Household Contacts			

Household contacts, sometimes referred to as “parent audits or parent contacts,” are required to be made by sponsoring organizations when a child care center under a sponsoring organization’s jurisdiction is suspected of CACFP mismanagement. Sponsored centers should be notified when they sign an agreement with a sponsoring organization that household contacts are part of the sponsoring organization’s operational procedures, and that parents of enrolled children may be contacted at any time to obtain or verify information. It is highly recommended that sponsoring organizations include the following statement on each enrollment form completed by a parent of an enrolled child: “Department of Health and Senior Services or Sponsoring Organization officials may contact you to verify information.”

The situations triggering a household contact may not always indicate mismanagement, but they certainly indicate a problem with a center’s procedures and/or understanding of the program. Situations which will require a sponsoring organization to conduct household contacts include, but are not limited to:

- Complaints received by CFNA or the sponsoring organization from the Section for Child Care Regulation, parents, employees, other sponsors, businesses or the concerned public related to the center claiming children not enrolled, claiming children not in attendance, claiming meals not served, or any other complaint related to the CACFP that indicates mismanagement.
- The center is missing enrollment forms for 20% or more of the children enrolled.
- The enrollment information completed by the parents of the enrolled child is in conflict with the center’s claim for 20% or more of the children enrolled. For example, the days in care, hours of care, meals claimed while in care, etc. conflict with the center’s meal claims.
- Significant fluctuations of 25% or more in the attendance on the day of an on-site review from the previous five days claimed. For example, a center claims 50 children for each of five days prior to the on-site review of the sponsor, on which day only 35 children are in attendance. (If attendance varies during the previous five days, the sponsoring organization will calculate the 25% from the lowest of the five days previous attendance to calculate the 25% variance.)
- A center’s monthly claim for reimbursement does not vary from month to month for a three month period of time. For example, the same number of breakfasts, lunches and snacks are claimed, the total meals equals the total attendance each month, or the total meals equals the total enrollment times the days of operation each month.

The sponsoring organization will use the CFNA survey form (6.11A) or develop a form of their choosing to collect information from parents. The method chosen by the sponsoring organization, for example, written survey through mail, phone contacts, e-mail, etc., to contact parents is up to the organization to determine, but it is strongly recommended that parents are informed of the procedure to be used to contact them when the parent completes the child’s enrollment form. Parents should be strongly encouraged to support sponsoring organization efforts to contact them, as the outcome of the contacts can impact the quality of

care provided to their child. Centers shall be required to cooperate in the event of a parent audit. If a parent informs a center that she/he has been contacted by the sponsoring organization or state or federal officials, the center must encourage the parent to cooperate fully. Any effort on the part of a child care center to interfere in any way with a household contact would be the basis for a declaration of seriously deficient.

To assure a good response to a household contact, the sponsoring organization shall survey parents as follows:

- 10 or less children enrolled: 100% of parents surveyed
- 11 to 30 children enrolled: 75% of parents surveyed
- 31 to 50 children enrolled: 50% of parents surveyed
- 51 to 100 children enrolled: 25% of parents surveyed
- 101 or more children enrolled: 20% of parents surveyed

Efforts made to contact a parent by any means, including phone, must be documented.

Sponsoring organizations shall strive for a 50% response rate on household contacts, particularly for centers that have 20 or fewer children enrolled. If a 50% response rate is not achieved for centers with 20 or less children enrolled, the sponsoring organization must conduct additional follow-up with parents to obtain the necessary responses. Response rates for centers with larger enrollments may be less than 50%, however, a minimum of 8 parent responses is required.

Each response received must substantiate the center's claims. If all but a single response substantiates the center's claim, the sponsor may wish to obtain additional information from that parent. However, if two or more responses fail to substantiate the center's claim for reimbursement, the sponsor shall move immediately to classify the center as seriously deficient, allowing no more than 30 days for corrective action. If the center is already seriously deficient for a similar finding, the sponsor must propose to terminate the center's agreement. In addition, claims that are not substantiated by household contacts must be disallowed.